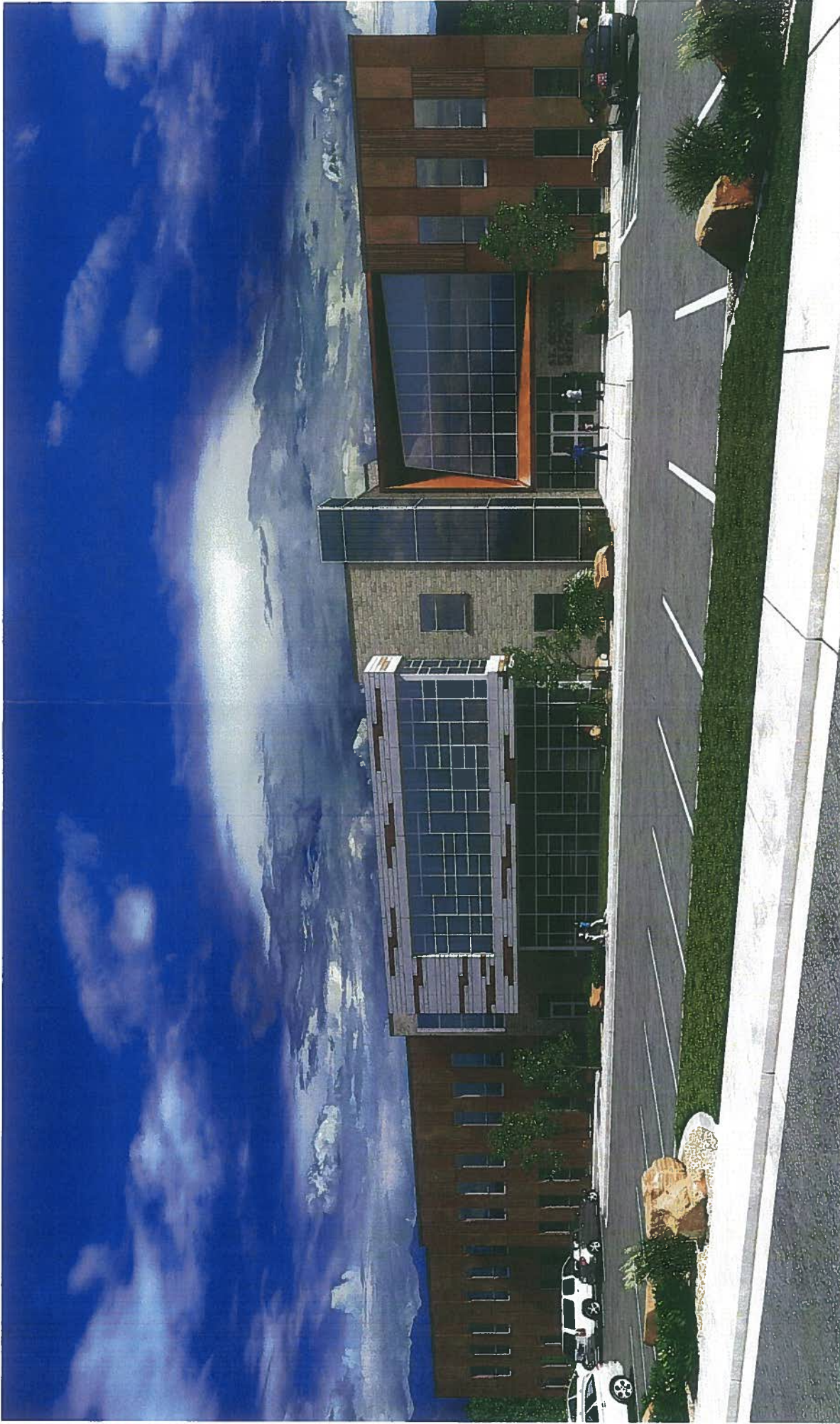


NAYLOR WENTWORTH LUND ARCHITECTS
SALT LAKE CITY, UTAH



SITE PLAN - ST. GEORGE ELEMENTARY SCHOOL
WASHINGTON COUNTY SCHOOL DISTRICT



NAYLOR WENTWORTH LUND ARCHITECTS
SALT LAKE CITY, UTAH

OPTION #02 - ST. GEORGE ELEMENTARY SCHOOL
WASHINGTON COUNTY SCHOOL DISTRICT





RENEWABLE NET METERING

Energy Services Department
July 30, 2015

ISSUES

- ⊙ Increasing name plate capacity
 - Solar PV customer class being subsidized by non solar PV customer class
- ⊙ Increasing in number of installs
 - Demands on staff time
 - Meter costs

OPTIONS TO ADDRESS THE ISSUES

- ⊙ Buy All - Sell All - Feed In Tariff
 - Retrofit existing customers \$157,320
 - Costs to new customers - \$1,198
- ⊙ Renewable Net Metering Program
 - Monthly Solar Reliability Charge
 - No change in net metering basics

ITEMS INCLUDED IN THE KWH COST

- ⊙ Energy or fuel
- ⊙ Capacity
- ⊙ O&M

HOW THE OPTIONS COMPARE

1000 kWh home				
	Current	Buy and Sell	Proposal	
		(Option 1)	(Option 2)	
Base rate	\$ 15.65	\$ 15.65	\$ 15.65	
Solar Reliability charge (4 kW)	\$ -	\$ -	\$ 6.48	
kWh rate charge	\$ 27.62	\$ 76.31	\$ 27.62	
kWh rate credit (4*158)		(\$25.40)		
Total	\$ 43.27	\$ 66.56	\$ 49.75	

ADDRESSING UNRECOVERED COSTS

- ☉ Staff time based on Billing policy 10.87.
- ☉ Meter costs are determined by actual purchase price.

SOLAR RELIABILITY CHARGE

- ☉ Monthly Charge based on name plate capacity AC.
- ☉ Charge based on SGESD calculated cost of service.
- ☉ Charge to be reviewed annually along with the Available Renewable Wholesale Rate.

PROPOSED SRC

kW Size	SRC
One kW	\$2.25
Two kW	\$2.25
Three kW	\$2.25
Four kW	\$6.48
Five kW	\$10.70
Six kW	\$14.92
Seven kW	\$19.15
Eight kW	\$23.37
Nine kW	\$27.60
Ten kW	\$31.82

COMPARE TWO CITIES

City of St. George 1000 kWh home with 4 kW system		Neighboring Utility 1000 kWh home with 4 kW system	
kWh Rate		kWh Rate	
Base rate	\$ 15.65	Base rate	\$ 17.65
368 kWh	0.075053 \$ 27.62	First 500 kWh	0.081 \$ 40.50
(Assumes 632 kWh from Solar PV)		Next 500 kWh	0.085 \$ 42.50
Solar Reliability Charge	\$ 6.48	kWh credit (4*158)	0.05 \$ (31.60)
Total	\$ 49.75	Total	\$ 69.05

OTHER CONSIDERATIONS

- ⊙ Which customers will be affected?
 - All net metered customers
 - Only those installed after Oct. 20, 2014
- ⊙ Training contractors
 - Will mirror the Pre-Qualified High Voltage Contractor program

IN SUMMARY

- ⊙ Application Fee \$245.00
- ⊙ Meter Fee
 - Single Phase \$315.00
 - Three Phase \$435.00
- ⊙ Additionally for residential customers
 - Solar Reliability Charge- based on kW

Program & Opt Out Notification

- ▶ **Direct Notification**
 - Printed on front of utility billing envelopes for 2 months (8 billing cycles from 8/10/15 to 9/28/15)
 - Program website information printed on back of utility bill
 - Ebills will receive also as a second page
 - Emails
 - Texts (possible but limited data at this time)
- ▶ **Indirect Notification**
 - Solid Waste District curbside recycling website
 - Brochures
 - InSide St. George
 - Other printed publications
 - Press releases
 - Radio



Curbside Recycling Update

July 30, 2015



3 Ways to Opt Out

- ▶ **Website Form (24-hour access)**
 - Utility account number
 - House number
 - Name of individual submitting request
(Responsible Party/Name on Utility Account)
 - Email address
- ▶ **Telephone** (possibly utilize Interactive Voice Recognition - IVR which would be 24-hour access)
- ▶ **In-Person** at utility counter

Scope

- ▶ Approximately 30,000 residential accounts
- ▶ August 6 kick-off
- ▶ 60-day opt out period September 1st to October 31st
- ▶ Participation rate determination November 2nd

Questions?

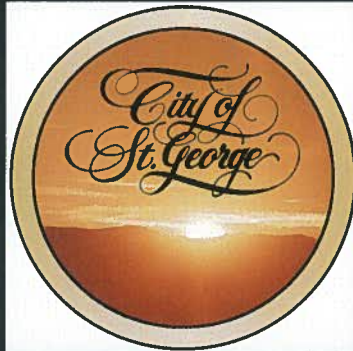


Logistics and Challenges

- ▶ Technology Utilization
 - Goal is to upload opt out information from website form and telephone IVR into our utility software system
 - IVR
- ▶ Challenges
 - Volume of inquiries and calls to opt out
 - Multi-unit residential (condominiums/townhouses)
 - Snowbirds and second residences
 - Coordinate billing with Solid Waste District's delivery and start dates
 - Communicating what can and cannot be recycled (Solid Waste District)
 - Tracking opt out customers if they move
 - Customers wanting to opt out after 60-day period (hardships and appeals)

Monthly Charge

- ▶ \$4.00 (\$3.82 to Solid Waste District + \$0.18 City Admin. fee for billing, payment collection, credit card fees, bad debt, etc.)
- ▶ Will Print as "Curbside Recycling" on utility bill
- ▶ Billing will begin one month after implementation



Utility Customer Service

Making Customer Interaction
Simple and Easy



What Our Citizens are Saying

- **They want pay over the phone**
 - "Almost every other call request... Pay by Phone" – St George Utility CSR
 - "When will you change this?" – St George Utility CSR
 - "I just want to pay" – St George Utility CSR
- **They want to change/adjust payment preference**
 - "I am unhappy with my choices to pay my bill; I'm disabled" – B. Hall
- **They appreciate notification**
 - "Thank you for the heads up. I will be in on Tuesday" – D. Hogan
 - "Thank you for the advance notice." – J. Keeler
 - "Thank you. This is a huge help. I am grateful for this service" – L. Smith













Paymentus

- Paymentus is a leading provider of e-billing and Payment solutions in North America
- Over 1000 Utility and Public Utility Clients
- 300,000,000 Transactions Annually
- 99.7% Annual Client Retention Rate
- PCI Level 1 Hosted Service Provider
- Over 40 Tyler Technologies INCODE implementation



What is the Paymentus Platform?

 Online Quick Pay	 Mobile	 Pay-by-Text	 iPad Kiosk	 IVR
 Self-Service Portal	 AutoPay	 Pay-by-Email	 Paperless eBilling	 Customer Communication



Interactive Voice Response (IVR)




- Pay by Phone 24X7X365
- Customers can Hear Balance & Make a Payment All Under 2-Minutes (30% of Utility Department Call Volume)
- IVR Agent Portal (Access Account Balances)
- Real Time Payment Authorization and Posting to INCODE
- Multi Lingual Functionality
- Released from PCI Compliance- CSRs Can Transfer Customers to the IVR System when the Customer is Ready to Make a Payment. (CSR is Removed from the Card/E-check Data Environment)






Outbound Customer Notifications





- Notify Via Voice, Text, and Email According to Preference Priority
- Customer Communication/Notification Integrations (i.e. Courtesy Payment Reminders, Service Interruptions, and Emergency Messaging)
- Targeted Campaigns via Batch/List, Billing Cycle, or GIS selection (Geographical Region)
- 46-50% Reduction in Disconnections for Non-Payment
- Payment Prompt within Every Notification ("Press 2 to Make a Payment Now")



Customer Web Portal



 Pay-by-Email	 AutoPay	 Paperless eBilling	 Self-Service Portal
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Online
Quick Pay

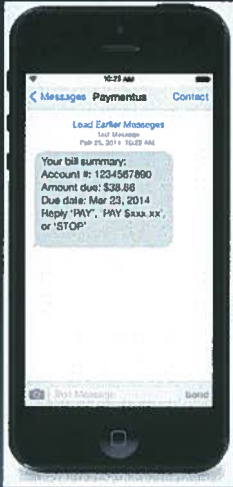

Online Quick Pay

- Eliminate 'password fatigue'
- No Enrolment is Necessary to Make a Quick Payment
- Yet... Still Have Access to Important Tools Like Consumption History, Statement Presentment, and Notifications
- Ability to Print or Email Quick-Pay Receipts

Mobile & Pay-by-Text

- Responsive Design for Smartphones or Tablets
- 100% Functionality Available in the Web-Portal is Mobile Ready
- Summary Text Reminders To Pay
- Pay Any Desired Amount or Stop Pay-by-Text

Benefits

- No More Convenience Fee for Making Any Utility Payment
- Increase Customer Engagement and Satisfaction by Allowing Our Customers to Pay for Utility Services--- How, When, and Anywhere They Want
- Increases Business Productivity: Real-Time Payment Intelligence/Reporting for the Customer and Utility Staff
- Direct Integration with Tyler INCODE



More Benefits

- Overall Cost Savings of \$50,000-\$80,000 Dollars Annually
- Virtual Terminal Processing (Payment Automation, Streamline Collection Process, Accelerate Funds to the City, Revenue Channel Consolidation, Paperless Ready, Consolidation of Transactions to Ease Reconciliation)
- PCI-DSS Level 1 Compliance (The City will No Longer Store or Retain Any Personal Identifiable Information (physically or digitally on servers))



Challenges

- Customer Transitioning and Web Portal Orientation
- Staff Training (Processing and Reconciliations)
- Payment Maximums Set at \$2500.00 (Multiple Payments Can be Made)
- Data Cleansing- Notification Emails and Mobile Numbers Needs Improvement to Realize the Full Benefit of Customer
 - Currently Only +/-30% of Utility Accounts Have this Information
- 60-90 Day Expected Implementation



Future Customer Service Roadmap

- Statement Print and Mail Services
- Utility Statement Redesign
- Self Serve Utility Payment Kiosk
- NFC Payments (Google Wallet, Apple Pay, Etc)
- Credit Card Payments for Other Services (i.e. Pet Licensing and Business Licensing)
- Electronic Utility Applications (Sign up for Utility Services on your Mobile Device)



Thank you

AARON OLSEN
City Treasurer
City of St George
Aaron.olsen@sgcity.org

DRAFT

Agenda Item Number :

Request For Council Action

Date Submitted 2015-07-23 10:59:13**Applicant** Paula Houston**Quick Title** Ordinance amending sections of the code involving firearms**Subject** This ordinance amends Sections 5-4-1, 2 and 6, repeals sections 5-4-3, 4 and 5 and rennumbers this chapter. It also amends section 7-3-1(K).**Discussion** This ordinance is a clean up of the city weapons code sections. It updates the city code so it is consistent with changes that have been made in state law and removes code sections that duplicate state law.**Cost** \$0.00**City Manager
Recommendation****Action Taken****Requested by** Paula Houston**File Attachments** [Discharge of Firearms in City.docx](#)**Approved by Legal
Department?** Yes**Approved in Budget?** Please Select **Amount:****Additional Comments****Attachments** [Discharge of Firearms in City.docx](#)

ORDINANCE NO. _____

AN ORDINANCE AMENDING SECTIONS 5-4-1, 2 AND 6, REPEALING SECTIONS 5-4-3, 4, AND 5 AND RENUMBERING ALL OF TITLE 5 CHAPTER 4; AND AMENDING 7-3-1(K), REGARDING POSSESSION AND DISCHARGE OF FIREARMS IN THE CITY LIMITS

WHEREAS, the City Council desires to conform its ordinances to recently enacted State law regarding the regulation of firearms in its City parks and in the City limits; and

WHEREAS, the City Council has determined that changes in its ordinances are in the best interest of the health, safety, and welfare of the citizens of the City of St. George and are justified at this time.

NOW, THEREFORE, BE IT RESOLVED, by the St. George City Council, that the following changes to its ordinances are as follows:

Section 1. Repealer. Title 5 Chapter 4 Section 1-6 and Title 7 Chapter 3 Section 1(K) is repealed. Any provision of the St. George City Code found to be in conflict with this ordinance is hereby repealed.

Section 2. Enactment. Title 5 Chapter 4 Section 1-3 and Title 7 Chapter 3 Section 1(K) is enacted to read as follows:

5-4-1: DEFINITIONS:

As used in this chapter, the following words and terms shall have the meanings ascribed to them in this section:

DANGEROUS WEAPON: A firearm, or an object that in the manner of its use or intended use is capable of causing death or serious bodily injury, as defined by Utah Code Annotated section 76-10-501(6), as amended.

FIREARM: A pistol, revolver, shotgun, ~~short barreled shotgun, sawed-off shotgun,~~ rifle or ~~short barreled rifle, sawed-off shotgun,~~ or a ~~any~~-device that could be used as a dangerous weapon from which is expelled a projectile by action of an explosive, as defined by Utah Code Annotated section 76-10-501(10), as amended.

5-4-2: DISCHARGE OF FIREARMS, DANGEROUS WEAPONS:

Unless allowed by state law and city ordinance, it shall be unlawful for any person to discharge a firearm or dangerous weapon within the city except when. (Ord. 2005-05-005, 5-19-2005)

~~5-4-3: EXCEPTIONS:~~ ~~Exception to the prohibition as to types of weapons or firearms that may be lawfully discharged within the city shall exist in the following cases:~~

~~A. Designated guns may be lawfully discharged at an authorized range or gallery pursuant to permit issued by the city manager and authorized by the city council. (Ord. 2005-05-005, 5-19-2005)~~

it is discharged at a city approved shooting range or gallery.

~~5-4-4: CONCEALED WEAPON:~~ ~~It shall be unlawful for any person, except an officer of the law, to carry a concealed firearm or dangerous weapon upon his person unless they have obtained the permit required by Utah Code Annotated title 76, chapter 10, part 5, as amended. For purposes of this section, it shall not matter whether a weapon is loaded or not, and "weapon" shall be anything included within the definition of "dangerous weapon" contained in part 5 of the Utah Code Annotated chapter referred to above. (Ord. 2005-05-005, 5-19-2005)~~

~~5-4-5: EXHIBITION OF WEAPONS:~~ ~~It shall be unlawful for any person, when not necessary for self-defense, to draw and exhibit any weapon in a hostile, angry or threatening manner. (Ord. 2005-05-005, 5-19-2005)~~

~~5-4-63: PENALTY:~~

~~Any person who violates any section of this chapter shall be guilty of a class B misdemeanor or lesser offense, as determined by the prosecutor and, upon conviction, subject to penalty as provided in section 1-4-1 of this code. (Ord. 2005-05-005, 5-19-2005)~~

.

7-3-1: RULES, REGULATIONS AND REQUIREMENTS:

~~K. Weapons: While in a park, no person shall carry a knife upon their person having a blade of three inches (3") or longer in length, or have possession of, or discharge a BB gun, air rifle, pistol, firearm, bow and arrow, or any other type of dangerous weapon.~~
possess or discharge a firearm or dangerous weapon in violation of state code and city ordinance. No person shall have possession of, or discharge, a BB gun, air rifle, bow and arrow, or other similar dangerous weapon.

Section 3. Severability. If any provision of this Ordinance is declared to be invalid by a court of competent jurisdiction, the remainder shall not be affected thereby.

Section 4. Effective Date. This Ordinance shall take effect immediately upon posting in the manner required by law.

APPROVED AND ADOPTED by the City Council of the City of St. George, this ____
day of _____, 2015.

Jonathan T. Pike, Mayor

ATTEST:

Christina Fernandez, City Recorder

102 ATTEST:

103

104

105

106 Christina Fernandez, City Recorder

107

108